

## Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY OPERATOR-BRANCH	90	53	64
ALARM COMPANY EMPLOYEE REGISTRATION	4,819	4,179	4,435
ALARM COMPANY OPERATOR	121	94	858
ALARM COMPANY QUALIFIED MANAGER	75	68	862
BATON PERMIT	4,806	4,806	N/A
FIREARM PERMIT	10,424	6,318	11,807
LOCKSMITH-BRANCH	13	11	8
LOCKSMITH COMPANY OPERATOR	222	220	886
LOCKSMITH EMPLOYEE REGISTRATION	335	266	854
PRIVATE INVESTIGATOR	514	322	3,897
PRIVATE INVESTIGATOR-BRANCH	83	50	49
PRIVATE PATROL OPERATOR-BRANCH	114	72	146
PRIVATE PATROL OPERATOR	656	332	1,050
PROPRIETARY PRIVATE SECURITY EMPLOYER	201	115	245
PROPRIETARY PRIVATE SECURITY OFFICER	2,822	2,342	1,283
REPOSSESSION AGENCY	41	43	122
REPOSSESSION AGENCY EMPLOYEE	242	201	269
REPOSSESSION AGENCY QUALIFIED MANAGER	19	16	156
SECURITY GUARD	66,616	60,798	84,453
TRAINING FACILITY-BATON	25	12	71
TRAINING FACILITY-FIREARM	40	30	137
TRAINING INSTRUCTOR-BATON	21	8	61
TRAINING INSTRUCTOR-FIREARM	63	38	229
<b>TOTAL</b>	<b>92,362</b>	<b>80,394</b>	<b>111,942</b>

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY OPERATOR-BRANCH	271	N/A	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	N/A	17,861	N/A
ALARM COMPANY OPERATOR	N/A	1,872	N/A
ALARM COMPANY QUALIFIED MANAGER	1,895	N/A	N/A
BATON PERMIT	35,593	N/A	N/A
FIREARM PERMIT	41,976	N/A	N/A
LOCKSMITH-BRANCH	49	N/A	N/A
LOCKSMITH COMPANY OPERATOR	N/A	2,539	N/A
LOCKSMITH EMPLOYEE REGISTRATION	N/A	2,242	N/A
PRIVATE INVESTIGATOR	N/A	8,654	N/A
PRIVATE INVESTIGATOR-BRANCH	163	N/A	N/A
PRIVATE PATROL OPERATOR-BRANCH	339	N/A	N/A
PRIVATE PATROL OPERATOR	N/A	2,418	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	N/A	591	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	N/A	7,164	N/A
REPOSSESSION AGENCY	N/A	284	N/A
REPOSSESSION AGENCY EMPLOYEE	N/A	740	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER	279	N/A	N/A
SECURITY GUARD	N/A	290,254	N/A
TRAINING FACILITY-BATON	162	N/A	N/A
TRAINING FACILITY-FIREARM	338	N/A	N/A
TRAINING INSTRUCTOR-BATON	201	N/A	N/A
TRAINING INSTRUCTOR-FIREARM	600	N/A	N/A
<b>TOTAL</b>	<b>81,866</b>	<b>334,619</b>	<b>N/A</b>



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## Renewal and Continuing Education (CE)

TYPE	FREQUENCY OF RENEWAL	NUMBER CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	EVERY 2 YEARS	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
ALARM COMPANY OPERATOR	EVERY 2 YEARS	N/A
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEARS	N/A
BATON PERMIT***	N/A	N/A
FIREARM PERMIT*	EVERY 2 YEARS	8
SECURITY GUARD REGISTRATION	EVERY 2 YEARS	16
LOCKSMITH-BRANCH	EVERY 2 YEARS	N/A
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEARS	N/A
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR	EVERY 2 YEARS	N/A
PRIVATE INVESTIGATOR-BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEARS	N/A
PRIVATE PATROL OPERATOR	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	EVERY 2 YEARS	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEARS	4
REPOSSESSION AGENCY**	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY EMPLOYEE**	EVERY 2 YEARS	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER**	EVERY 2 YEARS	N/A
TRAINING FACILITY-BATON	EVERY 2 YEARS	N/A
TRAINING FACILITY-FIREARM	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR-BATON	EVERY 2 YEARS	N/A
TRAINING INSTRUCTOR-FIREARM	EVERY 2 YEARS	N/A

\*Includes 4 range qualifications and 8 hours of continuing education

\*\*Initial renewal frequency is 1 year; thereafter, renewal is every 2 years.

\*\*\*Not subject to renewal

## Exams Results

EXAM TITLE	PASS	FAIL	TOTAL
ALARM COMPANY QUALIFIED MANAGER	63	27	90
PRIVATE INVESTIGATOR QUALIFIED MANAGER	274	135	409
PRIVATE PATROL OPERATOR QUALIFIED MANAGER	238	142	380
REPOSSESSION AGENCY QUALIFIED MANAGER	16	10	26
Firearms Assessment	3709	540	4249

## Summary of Enforcement Activity

### Consumer Complaints Intake

2,633	RECEIVED
340	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,331	REFERRED FOR INVESTIGATION
35	PENDING

### Conviction/Arrest Notification Complaints

24,962	RECEIVED
22,780	CLOSED/REFERRED FOR INVESTIGATION
2,182	PENDING

### Inspections

166
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### Investigations

6,533	OPENED*
6,823	CLOSED
4,127	PENDING

\*Includes Application Investigations and Firearms Prohibits

### Number of Days to Complete Intake and Investigations

4,500	UP TO 90 DAYS
1,142	91 TO 180 DAYS
458	181 DAYS TO 1 YEAR
292	1 TO 2 YEARS
363	2 TO 3 YEARS
63	OVER 3 YEARS
149	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS*

\*Includes Application Investigations and Firearms Prohibits



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## Citations and Fines

36	ISSUED
36	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
357	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

## Total Amount of Fines

\$91,840	ASSESSED
\$4,000	REDUCED
\$29,040	COLLECTED

## Criminal/Civil Actions

7	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

## Office of the Attorney General/Disciplinary Actions

365	CASES OPENED/INITIATED
72	CASES CLOSED
428	CASES PENDING

## Number of Days to Complete AG Cases

36	1 YEAR
44	1 TO 2 YEARS
32	2 TO 3 YEARS
11	OVER 3 YEARS
721	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

## Formal Actions Filed/Withdrawn/Dismissed

321	STATEMENTS OF ISSUES FILED
34	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
21	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
9	ACCUSATIONS WITHDRAWN/DISMISSED

## Administrative Outcomes/Final Orders

2,887	LICENSE APPLICATIONS DENIED
337	REVOCATION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
817	SUSPENSION ONLY
24	PROBATION ONLY
1	PUBLIC REPRIMAND
10	OTHER DECISIONS

## Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED
0	TOTAL

## Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED
0	TOTAL

## Cost Recovery to DCA

\$37,964.01	ORDERED
\$58,138.40	COLLECTED

## Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$27,517	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$128,746	ADJUSTMENTS/RETURNS/EXCHANGES
\$156,263	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

## Receipt of Complaint to Assignment to Investigator

4	AVERAGE NUMBER OF DAYS
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## Investigations: Opening to Closing of Case

146	AVERAGE NUMBER OF DAYS*
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\*Includes Application Investigations and Firearms Prohibits

## Investigations: Closure of Investigation to Imposing Formal Discipline

543	AVERAGE NUMBER OF DAYS
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